



**Unity Health Plans Insurance Corporation**  
**Community Network**  
 840 Carolina Street  
 Sauk City, WI 53583  
 (800) 362-3310 FAX (608) 643-2564  
 www.unityhealth.com



Type of Plan .....Health Maintenance Organization  
 Total Number of Members .....81,156  
 Years of Operating Experience..... 19  
 Total Number of Primary Care Physicians (PCPs) .....236  
 Percentage of PCPs Accepting New Patients ..... 90%  
 Percentage of Board Certified Specialty Care Physicians ..... 98.6%  
 Number of Urgent Care Facilities.....27  
 Number of Dentists .....No Routine Dental Coverage

### ADDITIONAL INFORMATION

<b>Referral/Prior Authorization Requirements</b>	When you require specialty care, your PCP will refer you to a Unity Health Insurance specialist. A written referral is required by Unity prior to receiving services from a specialist. You can be referred to any participating specialist within the network. Covered benefits for chiropractic care, behavioral health care, dental care (except TMJ/TMD), one annual routine eye exam, and routine OB/GYN care do not require a written referral request from your PCP, but you must use a participating network specialist.
<b>Medicare Claims Procedure</b>	Most Unity providers accept Medicare assignment. When using these providers, you do not need to submit anything to Unity. In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your Explanation of Medicare Benefits (EOMB) is needed.
<b>Prescription Drug Policy</b>	Unity has an extensive network of convenient pharmacy locations, including national pharmacies. Unity's drug formulary lists over 2,000 drugs. The formulary assists physicians and pharmacists in the management of drug selections and promotes proper use of prescription drugs. Unity's Pharmacy and Therapeutics (P&T) Committee updates the formulary throughout the year. Participating physicians and pharmacists serve on this committee. They consider quality, safety, effectiveness, and affordability when deciding which medications to include in the formulary. Medications listed in the formulary are subject to change. To obtain a current copy of the drug formulary, contact Unity Customer Service at 1-800-362-3310, or visit Unity's web site at www.unityhealth.com. In addition, some drugs (fewer than 40) may require prior authorization. The ordering physician must submit a written request for the drug, and a coverage decision will be made by a pharmacist within Unity's pharmacy program. You can check on the status of a request by calling our Pharmacy Services Department at 1-800-788-2949.
<b>Dispensing Policy</b>	Prescription drugs will be dispensed in quantities up to a 30-day supply per prescription or refill. One package of oral contraceptives will be dispensed at one co-pay per package.
<b>Mail Order</b>	Unity currently has an agreement with the University of Wisconsin Hospital and Clinics Outpatient Pharmacy to provide members who require long-term maintenance medication the ability to receive these prescriptions by mail order. This service provides a 90-day supply of most long-term maintenance medications for 3 co-pays. To find out if you qualify for this service call 1-866-894-3784 (Monday through Friday, 8:00 a.m.-5:00 p.m.).

## ADDITIONAL INFORMATION

<b>Disposable Diabetic Supplies Procedure</b>	Supplies must be purchased from a Unity participating durable medical equipment provider. You will be required to pay the 20% coinsurance at the time of purchase.
<b>Outpatient Mental Health Network/Policy</b>	Your behavioral health care will be managed by Innovative Resource Group, a subsidiary of APS Health Care. Unity contracts with Innovative Resource Group for their expertise as a managed behavioral health care organization and their wide selection of behavioral health providers. You must call Innovative Resource Group at 1-800-989-2792 for prior authorization. Staff is available 24 hours/day, seven days/week for behavioral health emergency assistance or to provide participating practitioner names. A referral from your PCP is not required.
<b>24-Hour Nurse Line</b>	Not Available
<b>PCP Restrictions</b>	Each family member may select a different PCP within the Community Network. Changes to your PCP may be made by contacting Unity and your payroll office. When we receive your change request by the 20 <sup>th</sup> day of the month, it will be effective the first day of the following month.
<b>Dental Benefits If Provided</b>	No routine dental coverage offered.
<b>Quality Improvements Initiative</b>	<p>Unity has over 61 quality improvement initiatives described in our 2002 Quality Improvement Plan. Below are a few of these initiatives.</p> <ul style="list-style-type: none"> <li>• Increase rate of dilated eye exams for diabetic members through education and collaborating with statewide data collection.</li> <li>• Increase breast cancer screening rate to 85% by completing a barrier analysis to determine further barriers to receiving mammograms.</li> <li>• Increase to 80% the number of smokers advised to quit.</li> <li>• Increase the postpartum care rate to 87% by sending a reminder to women within two weeks of their delivery.</li> <li>• Inform newly identified asthmatics and diabetics of Unity's Health Management Programs.</li> </ul>

<b>Counties in Service Area</b>	<b>Hospitals in County</b>	<b>Major Providers in County</b>
Adams Columbia	Adams County Memorial Hospital Columbus Community Hospital and Divine Savior Healthcare Inc.	To find out if your physician is a participating provider, please call Unity Customer Service at 1-800-362-3310 to request a 2003 State of Wisconsin Provider Directory and Member Information book or visit our website at <a href="http://www.unityhealth.com">www.unityhealth.com</a> .
Crawford Dodge	Prairie du Chien Memorial Hospital Beaver Dam Community Hospital and Waupun Memorial Hospital	
Grant	Boscobel Area Health Care, Grant Regional Health Center, and Southwest Health Center	
Green	The Monroe Clinic Hospital	
Iowa	Upland Hills Health	
Jefferson	Fort Atkinson Memorial Health Services	
Juneau	Hess Memorial Hospital	
Marquette		
Richland	Richland Hospital	
Sauk	St. Clare Hospital and Health Services, Sauk Prairie Memorial Hospital, and Reedsburg Area Medical Center	
Vernon	Vernon Memorial Hospital and St. Joseph's Community Health Service, Inc.	